

The Upstairs Surgery

Making a Complaint Procedure

Informal Complaints

As a patient, relative or carer, you may wish to raise a concern about any aspect of your care but do not want to make a formal complaint. We aim to respond to those complaints at the time, but if you are not satisfied, then you are entitled to make a formal complaint.

You may also make a complaint on behalf of someone else, provided you have their consent and the practice is satisfied you are acting in their best interests. If the practice decides this is not the case, you will be notified in writing and an explanation given.

We are not able to deal with questions of legal liability or compensation. We hope you will allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you make a formal complaint to the practice it will not affect your right to complain to Havering ICB.

Formal Complaints

It is important that you contact us as soon as possible after the cause of the complaint. We will usually only investigate complaints that are **made within 12 months of the cause of the complaint**. However, the time limit can be waived if there are good reasons you could not have complained sooner.

Please put your complaint in writing to either the Practice or NHS England.

If writing to the practice, address to:

Ellie Jacobs –Practice Manager
The Upstairs Surgery
Chadwell Heath Health Centre
Ashton Gardens
Romford
Essex RM6 6RT

This can be given in person or emailed. Email: nelondonicb.upstairs@nhs.net

If writing to NHS England address to:

NHS England

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

Phone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

Email: england.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line.

Website: www.england.nhs.uk

Oral Complaints

Patients unable to put their complaint in writing may make their formal complaint orally. Where a complaint is made orally, the complaint shall be recorded and a copy of the written record given to the complainant.

Practice Response

We shall acknowledge your complaint within 5 working days and ask for your preferred method of contact for the response.

We will have looked into your complaint and respond fully within 14 working days. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint we shall:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to ensure the problem does not happen again

If resolution has not been reached, you have the right to take the complaint to the Health Service Ombudsman.

The Health Service Ombudsman

The Ombudsman is completely independent of the NHS and Government.

The Health Service Ombudsman for England

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk.

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Last reviewed date: 01/10/2025

Next review due: 01/10/2026